

Dec. 2, 2011

Please print a copy of this newsletter for staff who do not have e-mail.



focus

*Designed for all staff and departments who use Accela*

### **Overwhelming Success Framework**

Plans have been made for expanding the Overwhelming Success Framework (OSF). The refinement of the OSF will be the result of continued participation from the contributing team. The framework will be finalized in two weeks. Then an action plan will be created. In our last edition of the newsletter we reported that Richard Burton was the winning name drawn by Mayor Beutler for the \$50 gift card to Misty's. We would like to thank Mayor Beutler again for taking time to do the drawing and for the photo opportunities. And, again a huge thank you to those who contributed during the OSF contest.



Richard Burton, winner of the Misty's gift card, with Mayor Beutler

### **Matrix of Named Users**

The SME team is closely working with Accela to create a matrix which puts user names to every Accela Automation (AA) Module. The AA system requires us to identify to the system individual user names. The contractual agreement only allows for so many users of each module. We need to be specific about users of the new system. The cost per user plus maintenance is something we need to manage wisely. Generic user id's that were once allowed on the current Permits Plus (P+) system are no longer allowed in the AA system. That's actually good news. Generic user id's have become a problem when trying to identify the actual person who may have entered information into the P+ system. If anyone reading this has used a generic user-id in the past be sure to contact me so that I can ensure that you become licensed to use the new AA system. ([jwalkenhorst@lincoln.ne.gov](mailto:jwalkenhorst@lincoln.ne.gov))

### **Return of the Question of the Week**

**"If money was not an issue, what would you accomplish in your department?"**

This week's prize is your choice - Hard Work Pays Off thumb scramble puzzle, You Can Always Bounce Back paddle board, or Life Has Its Ups and Downs yo-yo!

We really want your best ideas. Put on your hat of creativity and innovation! Now c'mon, tell us what you would really like to accomplish. Send your best ideas to [jwalkenhorst@lincoln.ne.gov](mailto:jwalkenhorst@lincoln.ne.gov)

## **Like Lincoln, Omaha Offers New e-Government Services, Saving Citizens Time and Money**

Starting today developers in Omaha will be able to apply and pay for permits online. The new e-Government service allows citizens and businesses to process building permits online. Permits being offered by the City Planning Department include plumbing, electrical, mechanical and building. These will be rolled out by trades individually over the course of the next month.

The launch of online permit services is in direct response to contractor needs for greater efficiency and is an important step in the City's goal of providing streamlined access to many of its building and planning activities. This is also Lincoln's objective with our Accela "go-live" late next summer.

Citizens and businesses can use the portal to apply and pay for permits, schedule inspections, check the status of a permit or inspection, or print an approved permit directly from the Internet, 24 hours a day, seven days a week. By allowing constituents to complete the entire application process online, the City will save taxpayers by reducing administrative costs and will maximize staff resources to focus on more complex applications.

Streamlining our Lincoln permit process will decrease the wait time for contractors. We can help our contractors keep their projects moving more efficiently. It will have a positive impact on contractors who can get their work done in a timely and efficient fashion.

### **Accela Analysis Center Activities**

This week we welcomed back Brenda and Darren's return to facilitate the following review sessions:

- 11/29 - Property Transfer, Transfer Inspection Permit, Onsite Wastewater, Individual Lot NOI, NPDES Erosion
- 11/30 - Food Establishments, Food Handler, Health Training Seminars, Over-dimensional, Sidewalk Permit
- 12/01 - Water Well Sample Results, Water Wells, Wastewater Connection, Water Connection

Next week Matt and Shauna return to wrap up analysis and to begin review sessions.

- Planning - 12/06 County Admin-Sub Permit/Urban Design Review, 12/07 - Review Special Permit/Special Permit Second/Amend, 12/08 - Review Admin Amend/Chg of Zone
- B & S - 12/06 Flood Plains/Fireworks/Spray Operations, 12/07 - Review Commercial/Residential Permits, 12/08 - Review Electrical/Mechanical Permits

### **Leadership Link is Spreading Holiday Cheer to The Child Guidance Center**

Their "Wish List" includes crayons, colored pencils, coloring books, art supplies, pads of plain paper or cash to purchase supplies.

Please contact Elaine Severe (1-8093) or Cori Beattie (1-7488) by Dec. 16<sup>th</sup> to help with this worthy cause this holiday season!



### **Something To Think About**

#### **Jukebox**

Like a jukebox our mind shuffles and plays, actions and words throughout every day.

What it does store and what it can do, comes from thoughts and experiences that we go through.

You can program your jukebox to play out a vision, with your own special plan and your personal mission.

Adapting and reshuffling our mind it will play, a new mission for you in a personal way.

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